

Product Number: 3131.06.10

Purchasing

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The DTS Procurement Office provides a range of functions for the purchase of products by DTS employees. Procurement responsibility is to see that the purchase of product is completed in an accurate and timely manner and that purchases made are in accordance with state policies and procedures.

To facilitate this process, the Remedy IT Service Management Program is the accepted format for ALL Technology acquisitions.

Product Features and Descriptions

Feature	Description
Remedy Purchasing	All IT Purchases are to be made using the Remedy Program. This program is designed to receive appropriate approvals from management prior to the purchase of product.
State FINET System	All IT purchases will be entered into the State FINET System using the applicable policies and procedures for that program. This includes FINET Training.
Procurement Training	Training is provided to the Agencies on an ongoing basis – this provides continued support and allows the completion of duties in a timely manner.
Troubleshooting	The procurement office assists management in troubleshooting and resolution of issues in the procurement process – providing education to the Remedy users on acceptable procedures
Accuracy and timeliness	The procurement office strives for 100% accuracy in final product. This department operates under the BSC measure of completion of purchase orders after approvals are completed within 3 days or less.
Federated Operations	DTS has DTS Agency personnel that process purchase requests per the instructions provided via DTS Administration. Supervision of employees remains in the DTS Agencies
Approval Path	DTS creates and maintains the approval paths in the Remedy system.

Features Not Included

Feature	Explanation
Accounts Payable	DTS Procurement Department does not include the paying of the invoice/bill provided by the Vendor. This process is completed by the Finance Department of DTS.
Employee Reimbursements	The DTS Procurement Department does not process employee reimbursements. Reimbursements are completed through the Payroll System.
Agency Purchases	DTS Procurement does not purchase products for Agencies. Agency purchases are handled by each agency.
Billing	DTS Procurement does not handle any billing issues. This is handled by the Finance Department of DTS.

Rates and Billing

Feature	Description	Base Rate
N/A		

Ordering and Provisioning

Upon completion of the request in the Remedy system by the requestor, the purchase order is presented to the procurement group. The request becomes the responsibility of this group to complete the data entry into the State FINET system information required to complete the purchase order and to provide the information in the state system for the eventual payment for the requested product.

At the completion of the data entry, it becomes the responsibility of the procurement department to order the product with the vendor and a copy of this purchase order being sent to the requestor.

The procurement department is available to the Finance group as a resource to provide documentation of work completed for the purchase of products.

DTS Responsibilities

It is the responsibility of the procurement department to ensure that products requested are ordered in a timely fashion – the goal: order the product within an average of three working days of approval to order.

Agency Responsibilities

It is the responsibility of the DTS Procurement office to ensure that all agencies/requestors ordering product are following State Purchasing Policies, which includes proper use of State Contracts.

Service Levels and Metrics

DTS Procurement Department or designee is available Monday through Thursday between the hours of 7:00 am to 6:00 pm.

DTS Procurement Department or designee will make all purchases within an average of three working days of approval to order.